

Request for Proposal (RFP)

Issue Date: Tuesday, November 1, 2005

Title: Call Management System (CMS) Upgrade

Purpose: To solicit proposals from qualified organizations capable of providing an upgrade to the current Call Management System.

Proposal Deadline: Responses must be received by 4:30 p.m. (EST), Friday, December 2, 2005.

Contact Name: All inquiries regarding this proposal must be in writing (via fax, e-mail or mail) by 4:30 p.m. (EST), Friday, November 11, 2005, and should be directed to:

Elaine Prescott, Administrative Services Manager
Kentucky Higher Education Student Loan Corporation
10180 Linn Station Road, Suite C200
Louisville, KY 40223
E-mail: eprescott@kheslc.com
Phone: (502) 329-7134
Fax: (502) 329-7208

Response to Inquiries: Responses to all submitted inquiries will be provided to RFP recipients by 4:30 p.m. (EST), Wednesday, November 16, 2005.

I. Organizational Overview

Kentucky Higher Education Student Loan Corporation (KHESLC), also known as The Student Loan People, and headquartered in Louisville, Kentucky, was created by the 1978 Kentucky General Assembly. KHESLC is an independent *de jure* municipal corporation that makes, finances, purchases, services, and collects educational loans. Our mission is to promote Kentucky's higher educational opportunities by providing loan programs and related services.

II. Product/Service Requirements

A. General

The upgrade must be able to operate in the current IT environment listed below:

1. Host Production Environment
 - Hardware: IBM iSeries Model 830
 - Operating System: OS/400 5.3
 - Software: COBOL, Java, JSP Java Servlets, CL
 - DataBase: OS/400 DB/2
 - Application Server: Websphere Advanced Edition 4.0.5 iSeries
 - HTTP
2. Host Development Environment
 - Hardware: IBM iSeries Model 830
 - Operating System: OS/400 5.3
 - Software: COBOL, Java, JSP, Java Servlets, CL
 - DataBase: OS/400 DB/2
 - Application Server on iSeries: Websphere Advanced Edition 4.0.5
 - HTTP
 - Apache
3. Call Center Systems
 - PBX Avaya G3 v11S8700
 - Dialer Avaya Mosaix PDS v11v12
 - IVR Avaya IR v1.3
 - Avaya Voice Quick Start Interaction Center

- Avaya CMS
- 4. Network Environment
 - Microsoft Windows 2000/2003 with Active Directory
 - Microsoft IIS Servers Webservers
 - IBM Netfinity Servers
 - Nortel 100Mb Ethernet Switches
- 5. Printing System
 - Xerox 4850 highlight color using VIPP
- 6. Imaging system
 - Filenet on AIX
- 7. Accounting General Ledger

B. Specifications

- The upgrade must comply with all Avaya requirements for inclusion in our ongoing maintenance contracts.
- The vendor must manage the project, provide software and hardware installation and coordinate with Avaya to insure proper inclusion in ongoing maintenance.
- The implementation must include the interface to our Spectrum wallboards.
- The vendor must provide training on any changes to CMS as well as how to use the Service Level maximizer on the S8700.
- The upgrade must include any changes that need to be made for our Frankfort, KY location, which also uses this CMS.
- The upgrade must include 15 additional Supervisor licenses.
- List the cost of any software, hardware, licenses and implementation work as a separate item.
- Vendors are not required to provide disaster or business continuity options, but if the service is provided, please supply details.

III. Proposal Requirements

A. General

The proposal must provide the following minimal information to demonstrate the capability of the vendor to provide the required product and services or it may be rejected as noncompliant. The vendor is encouraged to provide any other information that will be beneficial in reviewing product and service capabilities.

1. Vendor's related experience and a minimum of three references.
2. Vendor's most recent annual report, audited financial statements and computer security or service provider audit report (if available).
3. Description of vendor's liability insurance coverage.
4. Vendor's company profile, including mission/value statement and background information as it pertains to CMS upgrades.
5. Vendor must provide answers and/or information to all questions and requirements as specified in this proposal in order to be considered for contract award. All questions must be answered in sufficient detail for effective evaluation of the vendor's system. Proposals that contain a vendor's own special terms and conditions in conflict with terms of the proposal and/or state statutes and regulations may be rejected.
6. Price quotation including both unit pricing and maintenance charges based on the information listed in Product/Service Requirements. **Vendor must submit pricing separately in a sealed envelope.**
7. Name/contact information and experience of the primary individual who would work with KHESLC staff.
8. Vendor shall submit one response only to a proposal and shall not propose more than one price for each item listed in the proposal. Multiple or alternate offers of more than one price in total (or by line item) shall be cause for rejection unless specifically called for in special provisions elsewhere in this solicitation. Offers not conforming to this requirement shall be rejected.
9. Provide firm prices unless otherwise stated in the proposal. KHESLC is exempt from Federal Excise Taxes and State Sales Tax.
10. The vendor shall provide a Federal Identification Number and/or Social Security Number (if an individual).
11. An executed copy of the Vendor Guarantees. (*Attachment A*)
12. An executed copy of the Campaign Finance Law Compliance Statement (*Attachment B*)

13. A completed, signed and notarized Vendor Business Practice Statement.
(Attachment C)
14. The proposal must be signed by an officer or person with authority to bind the company.

B. Contract Information

1. *Subcontracting:* If the vendor intends to subcontract any part of this service, the vendor must provide full disclosure of the subcontractor's name and a description of the relationship. KHESLC must approve such an agreement. The vendor remains fully liable for all work performed.
2. *Confidentiality:* The vendor shall comply with the provisions of the Privacy Act of 1974 and consumer privacy and data security provisions of the Gramm-Leach-Bliley Act and any other applicable Federal or State privacy laws. Additionally, the vendor will instruct its employees to use the same degree of care as it uses with its own data to keep information concerning client data and the financial affairs of KHESLC confidential.
3. *Conflict of Interest:* The vendor covenants that it will have no interest, direct or indirect, that will conflict in any manner or degree with the performance of its contract services. The vendor further covenants that, in the performance of the contract, the vendor shall employ no person having any such known interests.
4. *Contract Requirements:* Any requirements contained in this proposal must be agreed upon contractually. The vendor and any subcontractor(s) must be authorized to do business in Kentucky and have all required licenses. The contract will be administered by the laws of the Commonwealth of Kentucky and any suit will be filed in Kentucky. If a contract is awarded, it may be subject to Government Service Contract Committee requirements and may require a 30-day cancellation provision.

5. Timeline Requirements

RFP Issued: November 1, 2005

Deadline for Submitting Questions: Friday, November 11, 2005

Questions Answered: Wednesday, November 16, 2005

Proposal Deadline: Friday, December 2, 2005

6. Selection

The selection of a vendor will be based upon KHESLC's review of the documentation submitted in response to this Request for Proposal. The vendor must submit all documentation as specified in "Proposal Requirements" and may submit additional written information. No oral or faxed information will be considered. The terms and provisions of the proposal must be valid for a period of 60 days from the proposal deadline.

One (1) original and three (3) copies of the proposal must be received by KHESLC no later than 4:30 p.m. (EST), Friday, December 2, 2005.

KHESLC reserves the right to request additional information from a vendor to assist in understanding or clarifying a proposal. This information may be considered in the evaluation of the proposal. With the exception of written inquiries regarding this RFP, no visits, electronic mail, telephone calls, or facsimiles with respect to the RFP will be accepted by the KHESLC contact from the issuance date of the RFP through the completion of the evaluation period unless such contact is initiated by KHESLC. Any answers to written questions about the RFP will be provided to all RFP recipients.

KHESLC staff will independently review all compliant proposals. A selection, if any, will be made no later than Friday, December 30, 2005.

The following criteria will be considered in selecting a vendor:

1. Ability of vendor and system to meet product requirement and integrate or co-exist with existing systems (75%)
2. Fee Structure (15%)
3. Vendor background, experience and references (10%)

While KHESLC intends to obtain a Call Management System upgrade from a single source, it reserves the right to accept or reject any or all proposals received, as deemed in the best interest of KHESLC. Each respondent submitting a proposal will receive notification of the selection, if any.

There is no expressed or implied obligation for KHESLC to reimburse vendors for any expenses incurred while preparing proposals in response to this request.

KHESLC reserves the right to retain all proposals submitted. All proposals will be subject to the Kentucky Open Records law, KRS 61.870-61.884.

KHESLC will ensure that no person shall, on the grounds of race, religion, color, national origin, sex, age, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Accordingly, it is further the intent KHESLC to conduct its business in accordance with the purpose of Title VI of the Civil Rights Act of 1964.

KHESLC retains the right to change any procedure as stated in this proposal.

Attachment A

Vendor Guarantees

The Vendor certifies its capability to provide and make available, at a minimum, all products and services set forth in the Product/Service Requirements section of the RFP.

Signature of Official

Name (typed)

Title

Firm Name

Date

Attachment B

Campaign Finance Law Compliance

In accordance with the provisions of KRS 45A.110 and KRS 45A.115, each bidder or offeror shall submit this affidavit with the bid or proposal.

I hereby swear or affirm under penalty of perjury that:

- (1) neither the bidder nor offeror as defined in KRS 45A.070(6), nor the entity which he/she represents, has knowingly violated any provisions of the campaign finance laws of the Commonwealth of Kentucky, and
- (2) the award of a contract to the bidder or offeror or the entity which he/she represents will not violate any provisions of the campaign finance laws of the Commonwealth.

I have fully informed myself regarding the accuracy of the statement made above.

Signature _____ Print Name _____

Title	Date
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Company Name:_____

Address: _____

Subscribed and sworn to before me by _____, _____,
(Affiant) (Title)

of _____ this _____ day of _____ 20__.

(Company Name)

(Notary Public) My commission expires:_____

[*seal of notary*]

Attachment C

Vendor Business Practice Statement

THE UNDERSIGNED _____ (“VENDOR”) understands that Kentucky Higher Education Student Loan Corporation will not do business with any vendor that violates KRS 45A.343 (2) and (3) or 45A.455 and does not comply with this Vendor Business Practice Statement (the “Statement”).

COMPLIANCE WITH KRS 45A.343 (2) AND (3):

KRS 45A.343 (2) and (3) provide as follows:

- (2) After July 15, 1994, any contract entered into by a local public agency, whether under KRS 45A.345 to 45A.460 or any other authority, shall require the contractor to:
 - (a) Reveal any final determination of a violation by the contractor within the previous (5) year period pursuant to KRS Chapters 136, 139, 141, 337, 338, 341, and 342 that apply to the contractor; and
 - (b) Be in continuous compliance with the provisions of KRS Chapters 139, 139, 141, 337, 341, and 342 that apply to the contractor for the duration of the contract.
- (3) A contractor’s failure to reveal a final determination of a violation of KRS Chapters 136, 139, 141, 337, 338, 341, and 342 or to comply with these statutes for the duration of the contract shall be grounds for the local public agency’s:
 - (a) Cancellation of the contract; and
 - (b) Disqualification of the contractor from eligibility for future contracts awarded by the local public agency for a period of two (2) years.

Other statutes referenced in those sections are as follows:

KRS Chapters

136 REVENUE AND TAXATION - CORPORATION AND UTILITY TAXES

139 REVENUE AND TAXATION - SALES AND USE TAXES

141 REVENUE AND TAXATION - INCOME TAXES

337 LABOR AND HUMAN RIGHTS - WAGES AND HOURS

338 LABOR AND HUMAN RIGHTS - OCCUPATIONAL SAFETY AND HEALTH
OF EMPLOYEES

341 LABOR AND HUMAN RIGHTS - UNEMPLOYMENT
COMPENSATION

342 LABOR AND HUMAN RIGHTS – WORKERS’ COMPENSATION

VENDOR REPRESENTS AND COVENANTS that (check one): ☐ There has been no final determination of violation; or ☐ The attached list reflects all final determinations of violations of KRS Chapters 136, 139, 141, 337, 338, 341, and 342 which have been rendered against the Vendor within the five (5) years preceding this certification.

COMPLIANCE WITH KRS 45A.450 AND 45A.455:

VENDOR REPRESENTS AND COVENANTS that will not directly or indirectly offer or give any personal benefit, including but not limited to commissions, kickbacks, payments, loans, gratuities (including travel and entertainment), bribes, gifts, samples, services, promises of future employment or personal considerations, (hereinafter collectively referred to as “benefits”), in connections with any Corporation contract or work, to any Corporation director, officer or employee or their families, to any entity in which VENDOR knows a Corporation director, officer, or employee or member of the Corporation director, officer or employee’s family own a direct or indirect interest, or to any person affiliated with any subcontractor or consultant for the Corporation. VENDOR further understands that Corporation directors, officers, or employees are not permitted to accept any benefit and are required to comply with KRS 45A.450 and 45a.455 which is attached to this Statement.

VENDOR REPRESENTS that (check one): ☐ no list is attached; or ☐ it has attached and returned herewith a list of any “benefits” provided, directly or indirectly, in the past year to a Director, Officer or employee or a Director, Officer or employee’s family member including any employment or consulting relationship (excluding any meals of a nominal value).

VENDOR REPRESENTS that except as set forth on a list attached and returned herewith no one has solicited or requested benefits of any vendor’s directors, officers, employees, subcontractors, agents or representatives in connection with any contract with, purchase from, sale to or other work with the Corporation (hereinafter collectively referred to as “contractor”), and VENDOR covenants it will henceforth PROMPTLY report any future such solicitation or request to the Corporation.

COMPLIANCE WITH KRS 45A.395(2) AND 45A.400:

KRS 45A.395 (2) AND 45A.400 provide:

A written determination of a responsibility of a bidder or offeror shall not be made and no supplier shall be prequalified as a responsible prospective contractor until the bidder or offeror provides the local public agency with a sworn statement made under penalty of perjury that he has not knowingly violated any provisions of the campaign finance laws of the Commonwealth and that the award of a contract to the bidder of the offeror will not violate any provisions of the campaign finance laws of the Commonwealth. “Knowingly” means, with respect to conduct or to a circumstance described by a statute defining an offense, that a person is aware or should have been aware that his conduct is of nature or that the circumstance exists.

VENDOR CERTIFIES that neither he/she nor any member of his/her immediate family having an interest of 10% or more in any business entity involved in the performance of this contract, has contributed more than the amount in any business entity involved in the performance of this contract, has contributed more than the amount specified in KRS 121.056 (2), to the campaign of the gubernatorial candidate elected at the election last preceding the date of this certification. The undersigned further swear under the penalty of perjury, that neither he/she or the Company which he/she represents, has knowingly violated any provisions of the campaign finance laws of the Commonwealth, and that the award of a contract to Commonwealth him/her or the Company which he/she represents will not violate any provisions of the campaign finance laws of the

COMPLIANCE WITH KRS11A.040 (6) AND (8) – FORMER STATE EMPLOYEES SEEKING TO DO BUSINESS WITH THE STATE OR CONTEMPLATING REPRESENTATION OF ANOTHER BEFORE A STATE AGENCY:

KRS 11A.404 (6) AND (8) provide:

(6) No present or former officer or public servant listed in KRS 11A.010 (9)(a) to (h) shall, within six (6) months following termination of his office or employment, accept employment, compensation, or other economic benefit from any person or business that contracts or does business with the state in matters in which he was directly involved during the last thirty-six (36) months of his tenure. This provision shall not prohibit an individual from returning to the same business, firm, occupation, or profession in which he was involved prior to taking office or beginning his term of employment, provided that, for a period of six (6) months, he personally refrains from working on any matter in which he was directly involved during that last thirty-six (36) months of his tenure in state government. This subsection shall not prohibit the performance of ministerial functions including, but not limited to, filing tax returns, filing applications for permits or licenses, or filing incorporation papers, nor shall it prohibit the former officer or public servant from receiving public funds disbursed through entitlement programs.

(8) A former public servant shall not represent a person in a matter before a state agency in which the former public servant was directly involved, for a period of one (1) year the latter of: (a) The date of leaving office or termination of employment; or (b) The date the term of office expires to which the public servant was elected.

The law's applicability may be different if you hold elected office or are contemplating representation of another before a state agency. Also, if you are affiliated with a firm which does business with the state and which employs former state executive branch employees, you should be aware that the law might apply to them. In case of doubt, the law permits you to request an advisory opinion from the Executive Branch Ethics Commission, Room 136, Capitol Building, 700 Capitol Avenue, Frankfort, Kentucky 40601; telephone (502) 564-2611.

VENDOR REPRESENTS AND COVENANTS that Vendor has no employees that are in violation of KRS 11A.040 (6) and (8).

COMPLIANCE WITH KRS 11A.201 TO 11A.246- Executive Agency Lobbying

VENDOR REPRESENTS AND COVENANTS that it is in compliance with KRS 11A.201 TO 11A.246 (see informational copy of pertinent statutes attached).

VENDOR REPRESENTS that it will cooperate in responding to reasonable requests by the Corporation or its representatives to provide information and documentation regarding transactions with the Corporation.

If the foregoing representations and covenants are violated by VENDOR, its directors, officers, employees, subcontractor, agents, or representatives, it will constitute grounds for termination of any contracts between Corporation and VENDOR, at the Corporation's sole discretion.

VENDOR will inform its directors, officers, employees, agents and subcontractors of the requirements of this Statement.

WHEREBY, VENDOR has executed this Statement by its duly authorized representative on this _____ day of _____, 2005.

VENDOR NAME: _____

By: _____
(Signature)

Name: _____
(Print or Type)

Title: _____

Telephone: _____

Subscribed and sworn to before me by _____, _____,
(Affiant) (Title)

of _____ this _____ day of _____ 20__.
(Company Name)

_____ My commission expires: _____
(Notary Public)

[*seal of notary*]